

CLAIMS

1. An electronic commerce support method for managing trading in a client connected to a server for providing electronic commerce services to receive the electronic commerce services, comprising the steps of:

transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network, receiving trading information including a trading identifier associated with said order and data on the contents of said order from said server, and storing said trading information in a storage device;

receiving from said server trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier; and

comparing said trading identifier included in said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

2. A method according to claim 1, further comprising the step of:

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comparing said data on the contents of said order included in said trading information with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning if erroneous conditions are included.

3. A method according to claim 2, further comprising the step of:

sending to said server a transmission request for trading processing information including the trading identifier included in said trading information received from said server in order to receive said trading processing information from said server.

4. A method according to claim 3, wherein said step of sending a request includes transmitting a time at which said trading processing information is to be received, together with said transmission request for said trading processing information.

5. A method according to claim 2, wherein:

said present status of processing for the processing for said order included in said trading processing information includes a delivery completed date or a scheduled delivery date for the product associated with said order, said present status of processing for said delivery includes a delivery

completed date or a scheduled delivery date for said product, and said present status of processing for said payment processing includes a payment completed date or scheduled payment date.

6. A method according to claim 2, further comprising the step of:

displaying trading for which delivery has been completed separately from trading for which delivery has not been completed, from said present status of processing for delivery included in said trading information, and displaying trading which have been settled separately from trading which have not been settled, from said present status of processing for payment processing for said trading.

7. A method according to claim 6, further comprising the step of:

calculating a total amount of money for products included in said trading which have not been settled, and displaying the calculated total amount of money.

8. A method according to claim 7, further comprising the step of:

comparing said total amount of money with a predetermined limit amount, and outputting a warning if said total amount of money for the products included in said trading which have not been settled exceeds said limit amount.

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9. A method according to claim 1, further comprising the step of:

inputting information on a product to be returned in said displayed trading information to which said trading processing information has been added, and transmitting said information to said server.

10. A method according to claim 1, further comprising the step of:

displaying said trading information to select a portion of information from said trading information, creating new order information by modifying said selected information, and transmitting said new order information to said server.

11. A method according to claim 1, wherein said server includes a shopping server dedicated to sales of products in the electronic commerce, a payment managing server dedicated to payment processing for said sales of products in response to an instruction from said shopping server, and a delivery managing server dedicated to delivery processing in said sales of products in response to an instruction from said shopping server, and said trading information includes destination addresses of said shopping server, said payment managing server, and said delivery managing server, said method further comprising the steps of:

receiving said present status of processing for the processing for said order from said shopping server;

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receiving said present status of processing for said payment processing for trading from said payment managing server; and

receiving said present status of processing for said delivery from said delivery managing server.

12. A method according to claim 11, further comprising the step of:

sending to said shopping server a transmission request for order processing information including a trading identifier included in said trading information received from said shopping server in order to receive said present status of processing for the processing for said order from said shopping server.

13. A method according to claim 11, further comprising the step of:

sending to said payment managing server a transmission request for payment managing processing information including the trading identifier included in said trading information received from said shopping server in order to receive said present status of processing for said payment processing for trading from said payment managing server.

14. A method according to claim 11, further comprising the step of:

sending to said delivery managing server a transmission request for delivery managing processing information including the trading identifier included in said trading information received from said shopping

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server in order to receive said present status of processing for said delivery from said delivery managing server.

15. An electronic commerce support method for managing trading in a server for providing a plurality of clients with electronic commerce services, comprising the steps of:

receiving an order for a product in the electronic commerce in response to an input by a user from a client through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

transmitting to said client trading information including a trading identifier associated with said order and data on the contents of said order;

creating trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier, and transmitting said trading processing information to said client; and

managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of

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processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

16. A method according to claim 15, further comprising the step of:

searching for the present status for the processing for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading, based on a trading identifier involved in a request from a client, to create trading processing information, and transmitting said trading processing information to said client.

17. A client connected to a server for providing electronic commerce services to receive the electronic commerce services, comprising:

an order transmitting device <sup>D</sup> for transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network, receiving from said server trading information including a trading identifier associated with said order and data on the contents of said order from said server, and storing said trading information in a storage device;

a trading information acquiring device for receiving from said server trading processing information including a present status of processing for processing initiated for said order, a present status of

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processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier; and

an updating device for comparing said trading identifier included said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

18. A client according to claim 17, further comprising:

a coincidence check device for comparing said data on the contents of said order with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order, and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning if erroneous conditions are included.

19. A client according to claim 18, further comprising:

a transmitting device for sending to said server a transmission request for trading processing information including the trading identifier included in said trading information received from said server in

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order to receive said trading processing information from said server.

20. A client according to claim 19, wherein said transmitting device transmits a time at which said trading processing information is to be received, together with said transmission request for said trading processing information.

21. A client according to claim 17, wherein said server includes a shopping server dedicated to sales of products in the electronic commerce, a payment managing server dedicated to payment processing for said sales of products in response to an instruction from said shopping server, and a delivery managing server dedicated to delivery processing in said sales of products in response to an instruction from said shopping server, and said trading information includes destination addresses of said shopping server, said payment managing server, and said delivery managing server.

22. A client according to claim 17, further comprising:

a reordering device for displaying said trading information, selecting a portion of information from said trading information, creating new order information by modifying said selected information, and transmitting said new order information to said server.

23. A server for providing electronic commerce services to a plurality of clients, comprising:

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an order acceptance processing device for receiving an order for a product on the electronic commerce from a client in response to an input by a user through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

a trading information transmitting device for transmitting to said client trading information including a trading identifier associated with said order and data on the contents of said order;

a trading status transmitting device for creating trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier, and transmitting said trading processing information to said client; and

an order processing managing device for managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

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24. A server according to claim 23, further comprising:

a processing status transmitting device for searching for the present status for the processing for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading, based on a trading identifier contained in a request from a client, to create trading processing information, and transmitting said trading processing information to said client.

25. A storage medium having an electronic commerce support program provided in a client connected to a server for providing electronic commerce services to receive the electronic commerce services, said program being readable by a CPU in said client for managing the electronic commerce, said storage medium comprising:

a storage component having a code sequence for realizing the step of transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network, receiving from said server trading information including a trading identifier associated with said order and data on the contents of said order from said server, and storing said trading information in a storage device;

a storage component having a code sequence for realizing the step of receiving from said server trading

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processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier; and

a storage component having a code sequence for realizing the step of comparing said trading identifier included said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

26. A storage medium according to claim 25, further comprising:

a storage component having a code sequence for realizing the step of comparing said data on the contents of said order with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order, and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning if erroneous conditions are included.

27. A storage medium having an electronic commerce support program provided in a server for providing

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a storage component having a code sequence for realizing the step of managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of

said product corresponding to said order, and the present status of processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

28. A storage medium having an electronic commerce support program provided in a shopping server for providing electronic commerce services to a plurality of clients, said program being readable by a CPU in said shopping server for managing trading, said storage medium comprising:

a storage component having a code sequence for realizing the step of receiving an order for a product on the electronic commerce from a client in response to an input by a user through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

a storage component having a code sequence for realizing the step of transmitting to said client trading information including a trading identifier associated with said order and data on the contents of said order;

a storage component having a code sequence for realizing the step of transmitting to said client a present status of processing for processing initiated for said order;

a storage component having a code sequence for realizing the step of transmitting a request for

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delivery of said product corresponding to said order to a delivery managing server connected to said shopping server; and

a storage component having a code sequence for realizing the step of transmitting a request for payment processing for said trading to a payment managing server.

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